



RESPONSIBILITIES OF PERSONNEL TAKING INITIAL COMPLAINT

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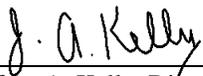
I. POLICY

The information obtained from a witness/complainant is critical to the safety of those involved in an incident and may be important to the investigation. The manner in which facts are elicited from a caller can influence the accuracy of the information obtained.

II. PROCEDURES

- A. As the initial point of contact for the witness/victim, the complaint taker must obtain and disseminate, in a non-suggestive manner, complete and accurate information from the caller. This information can include the description/identity of any suspect(s).
- B. During a call for service, the call taker, after obtaining preliminary information should:
 - 1. Assure the caller the information will be relayed to a supervisor for follow-up.
 - 2. When applicable, inquire about weapons.
 - 3. Ask open-ended questions (i.e., "What can you tell me about the car?"); augment with closed-ended questions (i.e., "What color was the car?")
 - 4. Avoid asking suggestive or leading questions (i.e., "Was the car red?")
 - 5. Ask if anything else should be known about the incident.
 - 6. Relay information to an agent or inspector supervisor.
 - 7. Update the agent/inspector supervisor if more information comes in.

III. CANCELLATION: None.



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